GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:4342
ANSWERED ON:11.08.2017
Post-GST Issues
George Shri (Adv.) Joice;Reddy Shri Ponguleti Srinivasa;Shanavas Shri M. I.

Will the Minister of FINANCE be pleased to state:

(a) whether the Government has received complaints that various retail institutions / unscrupulous traders are overcharging the customers and producing inflated bills post-Goods and Services Tax(GST) regime and if so, the details thereof;
(b) whether the Government has also received inputs about unscrupulous elements posing as GST officers and fleecing merchants in various parts of the country;
(c) if so, the details there of along with the instances reported to the Government where certain Government officials have made illegal inspections of premises of traders and shopkeepers without authorisation;
(d) the steps taken by the Union Government in consultation with various State Governments to address the issue and enforce proper vigilance to prevent such misuse;
(e) whether the Government plans to launch a working toll free number to enable the customers to register complaints and for surprise checks to prevent misuse of GST and if so, the details thereof; and
(f) whether hotels have increased the food prices due to GST and if so, the details thereof and the action taken by the Union Government for reducing the rates or exempting any sector especially eateries from GST?

Answer

MINISTER OF STATE FOR FINANCE
(SHRI SANTOSH KUMAR GANGWAR)

(a) Yes Sir. Central Government has received complaints from State Governments that various retail institutions/ unscrupulous traders are overcharging the customers and producing inflated bills post Goods and Service Tax (GST) regime.
(b) No Sir.
(c) Does not arise in view of reply to part (b) above.
(d) Does not arise in view of reply to part (b) above.
(e) Not yet Sir. However, National Consumer Helpline (NCH) toll-free number 1800-11-4000 is available for registering complaints by consumers. The State Governments have undertaken inspections to prevent misuse of GST regarding overcharging/wrong fixation of MRP.
(f) No Sir.